

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

EMPLOYMENT SERVICE MANAGER

JOB DESCRIPTION

Employees in this job serve as managers coordinating and directing the activities of employment service staff. Under the general supervision of an administrator, employees work within general methods and procedures and exercise considerable independent judgment to adapt and apply the guidelines to specific situations. Work requires thorough knowledge of the policies, procedures, laws and regulations related to the work and knowledge of management techniques and personnel policies and procedures. The employee oversees or performs such functions as approving leaves, conducting service ratings, counseling employees, participating in employee grievance procedures and the hiring and training of personnel.

There is one classification in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title – Employment Service Manager-3

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The employee functions as a first-line professional manager of professional positions in a complex work area, as a first-line professional manager of professional positions in a standard work area receiving executive direction, a second-line professional manager of professional positions in a standard work area, a first-line manager of a professional position in a complex work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates regional employment service activities by scheduling assignments, setting priorities, outlining work methods, and directing the work of subordinate staff.

Evaluates and verifies employee performance through the review of completed work assignments and techniques.

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Identifies staff development and training needs and ensures that training is obtained.

Carries out programs, policies, and projects as directed by central office.

Interprets employment service laws, regulations, policies, and procedures for staff, employers, claimants, and the public.

Provides employment services to job seekers and employers.

Plans and makes adjustments in staff assignments according to shifts in labor market conditions and implementation of new programs.

Ensures that proper labor relations and conditions of employment are maintained.

Participates in initiatives that have statewide program and policy impact.

Represents the agency on boards, committees, projects, and special impact groups.

Promotes agency mission through public speaking, media coverage, and interaction with legislators.

Establishes working relationships with employers, veterans' organizations, and the public.

Maintains records, prepares reports, and composes correspondence related to the work.

Participates in any office activity as required.

Performs related work appropriate to the classification as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Thorough knowledge of Department of Career Development objectives, employment service laws, policies, rules and regulations, procedures and practices.

Thorough knowledge of recruiting, interviewing, and placement techniques.

Considerable knowledge of supervisory techniques.

Considerable knowledge of personnel practices, labor relations, employment practices and affirmative action.

Some knowledge of state and federal legislative processes.

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Some knowledge of state government organization and functions.

Ability to instruct, direct and evaluate employees.

Ability to plan and organize a regional operation to carry out employment service programs.

Ability to evaluate and implement changes in procedures and activities.

Ability to represent the regional office and the agency in the community and on committees, task forces, special projects, etc.

Ability to maintain records, prepare reports and compose correspondence related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Working Conditions

None.

Physical Requirements

None.

Education

Completion of two years of college (60 semester hours or 90 term credits).

Experience

Five years of experience equivalent in responsibility to an experienced level Employment Service Interviewer.

OR

Four years of experience equivalent in responsibility to an advanced level Employment Service Interviewer.

OR

Two years of experience equivalent in responsibility to an Employment Service Supervisor in state service.

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Alternate Education and Experience

Possession of a bachelor's degree in any major and four years of professional experience in Employment Service Programs, including two years equivalent in responsibility to the experienced P11-level or one year equivalent in responsibility to the advanced 12-level.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

<u>Job Code</u>	<u>Job Code Description</u>		
EMPSVCMGR	Employment Service Manager		
<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>	
Employment Service Manager-3	EMPSMGR3	NERE-143	

ECP Group 3
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